

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
ERP DIRECTOR/ENTERPRISE RESOURCE PLANNING DIVISION

Job Summary: Under direction of the General Government Domain Director within Strategic Technology Solutions, is responsible for directing information technology projects, functions and operations for the State of Tennessee's ERP system.

Responsibilities:

- Plans, organizes, and provides strategic direction of Enterprise Resource Planning Division operations supporting the state's core information technology business applications, including human resources, payroll, benefits, learning management, and financial and supply chain management; makes recommendations and decisions on employment actions such as hires, promotions, demotions, and salary adjustments.
- Provides executive leadership in collaborating with central agency business owners and other agency business and information technology administrators in documenting business technology needs, business processes impacted, defining project scope, work effort and timelines for system upgrades and new/enhanced functionality, and prioritizing, scheduling and implementing system change efforts
- Promotes strategies for strengthening and enhancing customer relationships that result in greater understanding, more effective use and heightened support of system functions for achieving greater business efficiency; regularly conducts presentations and leads discussions on system changes and new features and functions and participates in committees assessing the State's IT strategic direction
- Promotes continuous evaluation of emerging technology to determine business value; conducts regular assessments of current enterprise IT services portfolio and technology products to determine overall level of effectiveness; drives quality improvement efforts through effective use and evaluation of system monitoring, test management, incident management and change management tools
- Oversees a large and complex budget and actively monitors expenditures; regularly forecasts future budgetary needs based on changing technology product requirements and operational costs; regularly evaluates the cost/benefit of new technology and provides resulting justification for procurement, when applicable
- Develops and cultivates vendor relationships that drive greater vendor accountability and commitment to support enterprise system needs and effectively address issues.

Minimum Qualifications: Bachelor's degree and seven years of increasingly responsible project management or information technology management experience including, at least, four years of experience in ERP implementation or software support for an organization of at least 5,000 employees. Relevant professional information technology experience may be substituted for the required degree.

Preferred Qualifications: Master's degree in business administration, information technology, project management or related and seven years of increasingly responsible professional project management or information technology management experience, including, at least, four years supervising/directing project managers, business solutions architects or similar IT staff involved with ERP implementation or software support for an organization of at least 5,000 employees.

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Knowledge, Skills, Abilities, Competencies

- Business Acumen: Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her organization; knows the competition and is aware of how strategies and tactics work in the marketplace.
- Decision Quality: Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- Strategic Agility: Sees ahead clearly; can anticipate future consequences and trends accurately; has broad knowledge and perspective; is future oriented; can articulately paint credible pictures and visions of possibilities and likelihoods; can create competitive and breakthrough strategies and plans
- Customer Focus: Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
- Directing Others: Is good at establishing clear directions; sets stretching objectives; distributes the workload appropriately; lays out work in a well-planned and organized manner; maintains two-way dialogue with others on work and results; brings out the best in people; is a clear communicator
- Administration and Management: Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources
- Critical Thinking: Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Negotiation: Brings others together and tries to reconcile differences
- Complex Problem Solving: Identifies complex problems and reviews related information to develop and evaluate options and implement solutions
- Judgment and Decision Making: Considers the relative costs and benefits of potential actions to choose the most appropriate
- Management of Financial Resources: Determines how money will be spent to get the work done and accounts for these expenditures

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to Trena.Maynard@tn.gov